

Fri., Sept. 8, 2023

**This message is intended for HCBS team members affected by weekly payroll issue.**

Our administrative and payroll leadership is aware of the issue that has impacted today's scheduled pay for our HCBS employees, causing a delay in the deposit of funds to accounts.

**This issue is being handled as top priority, and we are actively working with ADP on a resolution.**

**We have confirmed with ADP that funds have been deposited to the affected accounts. Employees should check with their banks to validate when the funds are available in their account.**

We anticipate that most employees will receive their funds as early as today. Other employee's accounts, including smaller institutions like credit unions, may receive funding Saturday through Monday.

There were no delays for employees who receive mailed paper checks.

**If an employee has not received their pay by Monday, Sept. 11 at 4 p.m. local time, please enter a [Service Desk](#) ticket or contact your supervisor so it can be submitted on behalf of the affected team member.**

We want to assure everyone that this is not related to Oracle payroll processes.

We sincerely apologize for the error and inconvenience – and again want to ensure everyone that this is our **top priority** at this time.